

Commonwealth of Massachusetts

E-911

Competitive Local Exchange Carrier (CLEC) Service Provider Readiness and Test Procedure

Updated 11/07/05

Preface

A new CLEC shall perform all required tests as indicated on the test/verification form.

An established CLEC that is currently providing E-911 service in an area and wants to open an new NXX shall perform and complete tests #1, 6 and 11 (if applicable) on the test/verification form.

Pretest Initiatives

The CLEC shall:

- Forward all pertinent information requested on the CLEC information request form to the Massachusetts Statewide Emergency Telecommunications Board (SETB) either by FAX at 508-828-2585 or e-mail to John.Dipesa@state.ma.us.
- Verify the dedicated primary and secondary (TOPS trunk group if applicable) E-911 message trunk facilities are in service.
- Verify call routing translations are complete.
- Verify the E-911 ALI database has been loaded and is up to date.
- Contact the Verizon E-911 Customer Care Center (CCC) 1-800-391-1435, to arrange testing. Provide the CCC with a contact name and telephone number, a list of the NPA/NXX's and Municipalities to be tested. Please allow three to five days for scheduling.

Verizon Customer Care Center (CCC) shall:

- Contact the CLEC to confirm and schedule the date and time of testing.
- Control the entire test process.
- Notify the primary and alternate Public Safety Answering Point's (PSAP) of impending tests in advance and again just prior to commencement.
- Monitor the PSAP and 911 network for proper call routing, call delivery and correct ANI and ALI.

Important: The following tests shall be conducted with extreme caution; live 9-1-1 emergency calls may be in progress on the network.

Test Initiatives for a new CLEC:

Under no circumstance should a 9-1-1 call fail to reach the appropriate PSAP without voice, appropriate ESN, ANI and ALI.

If any portion of the test procedure fails, testing shall cease immediately. Appropriate corrective action shall be completed to correct the failure before testing resumes.

Primary Tandem Test for a new CLEC

- The CLEC shall place 9-1-1 test calls from telephone numbers (TN) originating from their network or customer base. Test calls shall route over a dedicated 9-1-1 message trunk network to the primary E-911 Control Tandem. The primary E-911 control tandem shall selectively route the call to the appropriate PSAP. Verify voice quality, the ESN and ANI and ALI have been delivered correctly.
- Place the first message trunk out of service and originate a second 911 test call. Verify voice quality, the ESN and ANI and ALI has been delivered correctly.
- Continue test pattern until all primary E-911 message trunks are successfully tested.

Secondary Tandem Test for a new CLEC

- With the primary E-911 message trunks in an out of service condition, the CLEC shall place a test 911 call. This call shall route to the secondary E-911 Control Tandem and selectively route to the appropriate PSAP. Verify voice quality, the ESN and ANI and ALI have been delivered correctly.
- Place the tested message trunk out of service and commence testing following to same process until all trunks are successfully tested. Verify voice quality and the ESN, ANI and ALI has been delivered correctly to PSAP on all tested trunks.

Operator Assisted Routing Test for a new CLEC Place one 9-1-1 call)

- With the primary and the secondary dedicated E-911 message trunks in an out of service condition, the Operator Services Platform shall be tested.
- If the CLEC uses Verizon's TOPS Service, the third route out of their end office shall be a TOPS pass through trunk group to an E-911 Control Tandem then to the proper PSAP.
- If the CLEC does not use Verizon's TOPS Service, the test call shall route to the CLEC's Operator Service's Platform. The Operator Service's Platform shall complete the call to the appropriate PSAP via a pass through trunk group if available or by manually transferring the test call to the 2 way emergency ten-digit number at the PSAP.

Post Test Initiatives:

- The CCC will complete the test result form and forward it the SETB.
- Upon receipt of test result form, the SETB will notify the carrier and complete the approval process.

Important: The following tests shall be conducted with extreme caution; live 9-1-1 emergency calls may be in progress on the network.

Test Initiatives for an existing CLEC:

Under no circumstance should a 9-1-1 call fail to reach the appropriate PSAP without voice, appropriate ESN, ANI and ALI.

If any portion of the test procedure fails, testing shall cease immediately. Appropriate corrective action shall be completed to correct the failure before testing resumes.

Primary Tandem Test for an existing CLEC

- The CLEC shall place a single 9-1-1 test calls from telephone numbers (TN) originating from their network or customer base. Test calls shall route over a dedicated 9-1-1 message trunk network to the primary E-911 Control Tandem. The primary E-911 control tandem shall selectively route the call to the appropriate PSAP.
- Verify voice quality, the ESN and ANI and ALI have been delivered correctly.

Secondary Tandem Test for an existing CLEC

- The CLEC shall route a test 911 call to the secondary E-911 Control Tandem. The Secondary E-911 Control Tandem shall selectively route the call to the appropriate PSAP.
- Verify voice quality, the ESN and ANI and ALI has been delivered correctly.

Operator Assisted Routing Test for an existing CLEC (place one 9-1-1 call)

- If the CLEC uses Verizon's TOPS Service, the third call route out of their end office shall be a TOPS pass through trunk group to an E-911 Control Tandem then to the proper PSAP.
- If the CLEC does not Verizon's TOPS Service the test call shall route to the CLEC's Operator Service's Platform. The Operator Service's Platform shall complete the call to the appropriate PSAP via a pass through trunk group if available or by manually transferring the test call to the 2 way emergency ten-digit number at the PSAP.

Post Test Initiatives:

- The CCC will complete the test result form and forward it the SETB.
- Upon receipt of test result form, the SETB will notify the carrier and complete the approval process.